Handout One

Final Evaluation Report Outline
Healthy Start Health Information Outreach Project[1]

Project: Healthy Start Health Information Outreach Project

Goal: Improve health information search skills of Healthy Start staff and volunteers

Background: Healthy Start is a national program that promotes community-based maternal and health programs with services focused on reduction of infant mortality, low birth rate, and racial disparities in health care and health status of infants. Healthy Start's model emphasizes community-based interventions that take into account social, economic, and health issues.

Strategy: Outreach librarians will use a consumer-health training module to teach Healthy Start staff and volunteers how to find and evaluate consumer health information online. They also will train staff and volunteers how to contact a reference librarian when necessary.

Deliverables:
- Train 90% of staff and volunteers
- Document procedures (in print and online) for staff to contact health science librarians when needed

Short-Term Outcomes
Healthy Start staff and volunteers will
- Be able to find health information for specific health questions
- Be more confident about finding health information for clients
- Know how and where to get medical reference help

Long-Term Outcomes
- Staff and volunteers will use the online resources
- Staff will contact reference librarians for medical information
- Staff will refer others to resources
- Healthy Start program will institutionalize health information training

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[1] Healthy Start is an existing organization; this project is hypothetical, designed for teaching purposes only.

Final Evaluation Report Outline

I. **Community Assessment (**This usually is the background information about your program)

Report Outline	Data Source
A. Healthy Start in _____ employs _____ staff members and has _____ volunteers. They serve_____clients per year.	Healthy Start Records
B. Healthy Start *staff* use health information for _____	Focus group interviews with staff
C. Healthy Start *staff* usually get health information by/from _____	
D. Healthy Start *volunteers* use health information for _____	
E. Healthy Start *volunteers* usually get health information by/from _____	
F. Health topics of most concern to Healthy Start clients are _____	
G. The consumer health training module used for this project was chosen because _____.	

H. The librarian trainers had _____
    a. (amount and type of experience)
    b. (amount of availability)
    c. (interest)	

I. The Healthy Start facilities offered computer labs
    a. (located _____)
    b. (with # of computers)
    c. (_____ accessible to volunteers and staff?)	

J. Healthy Start requires_____ hours of training for _____ for staff and _____for volunteers. They are trained in _____. We can incorporate health information resource training by _____	

II. Program Outputs and Quality

Report Outline	Data Source
A. During (_____time period of the program), _____# of trainers trained _____# of staff and _____# of volunteers. This constitutes ____% of Healthy Start trainers and ____% of their volunteers. *[Indicate if you met or succeeded your process goals.]*	Course attendance records
B. The procedures written for staff and volunteers for getting medical reference were reviewed by _____ for accuracy and completeness.	Comments and ratings from expert reviewers (reference librarians)
C. ____% of participants rated of the overall quality of training as good or excellent.	
D. Participant feedback also showed that _____(list comments participants about the class) During a feedback session held _____ [point in program, e.g., one month after start of the program.] trainers suggested the following changes to the content/method of instruction. Therefore, the following changes were made in the content/method of instruction: _____	

III. Outcomes Assessment

Report Outline	Data Source
A. ____% of staff participants and ____% of volunteer participants reported that they - Found health information during the session that they could use or give to clients - Had more confidence they could find health information they needed for clients - Could identify at least one way to get medical reference help for information the could not find through the online	One-month follow-up survey to participants
B. Some examples of how staff and volunteer participants plan to use the information presented in the workshop are: _____	One-month follow-up interviews with several staff and volunteers

Outcomes Assessment (cont)

Report Outline	Data Source
C. _____ months after training, ____% of participating staff and ____% of participating volunteers reported using online resources to • Provide clients with general health information • Find a health provider or service • Research a client's health question • Prepare for a presentation	
E. The most reported online resources were _____, used by _____% of staff and_____% of volunteers. Table 1 shows the percentage of staff and volunteers who used the other resources provided in the class.	
F. _____ months after training, ____% of participating staff and ____% of participating volunteers reported: • Contacting a health science librarian for medical information • Contacting a public librarian for medical health information • Using the "ask-a-librarian" option on the public library home page	
G. ____% of staff and % of volunteers reported referring others to the online resources taught in the class. ____% referred: • Other Healthy Start staff or volunteers • Staff or volunteers in other organizations • Clients	